

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-09 16-45-37

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
13	12	1	Fail	2

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' is on the right. Below the header, a navigation menu is shown with options like Save, Save & Close, Refresh, New, and Print. The main content area features a tabbed interface with 'Summary' selected. The 'Summary' tab shows a form with fields for Subject, Reference # (200809-000016), Status (Open), Assigned (Agent Access > Sys Agent), Disposition ([No Value]), Contact ([No Value]), Organization Name, Product ([No Value]), and Category ([No Value]).

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing a list of menu items: Home, Analytics, Incidents (highlighted with a triangle icon), My Inbox, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The main content area shows the 'Incidents' page. At the top, there's a header with the Oracle logo and 'Service Cloud' text. Below the header, there's a search bar labeled 'Reference #' and a user profile icon labeled 'SA'. The main content area has a toolbar with 'Refresh', 'New', and 'Print' buttons. Below the toolbar, there's a table with columns: Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The table is currently empty. Below the table, there's a form with several fields: 'Contact' (with a dropdown menu showing '[No Value]'), 'Organization Name' (with a text input field), 'Product' (with a dropdown menu showing '[No Value]'), and 'Category' (with a dropdown menu showing '[No Value]').

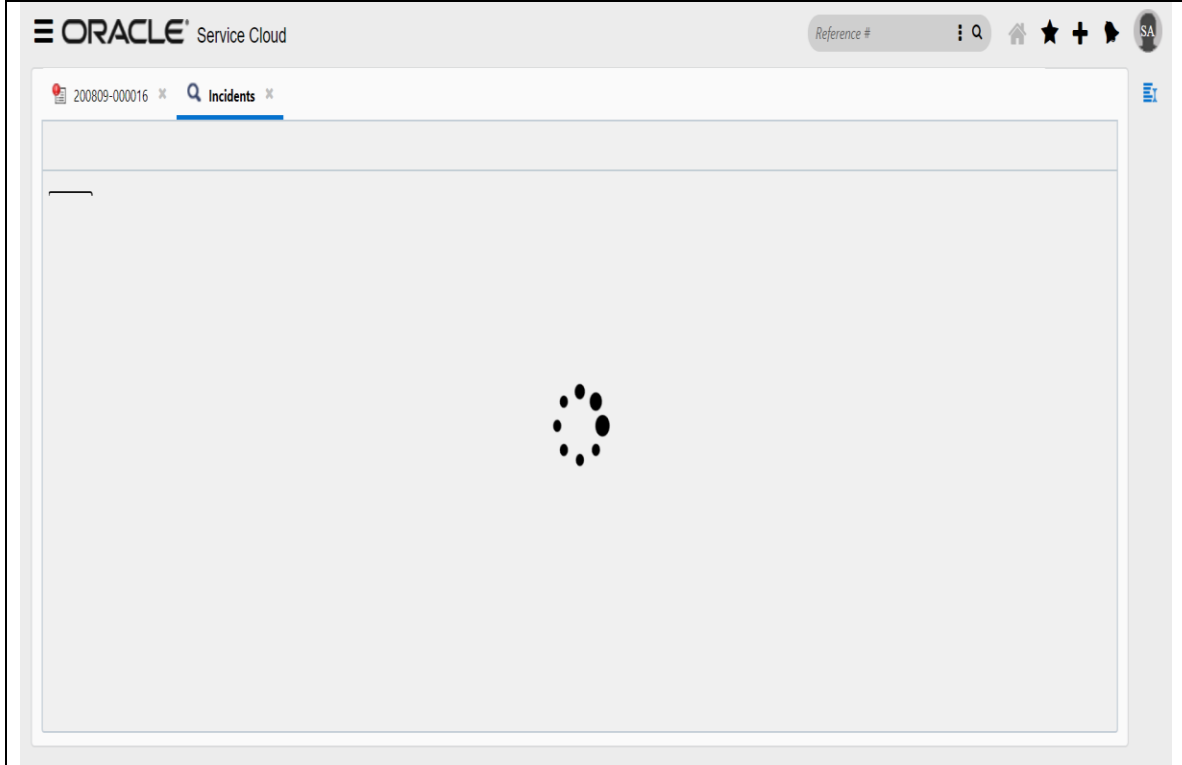
Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



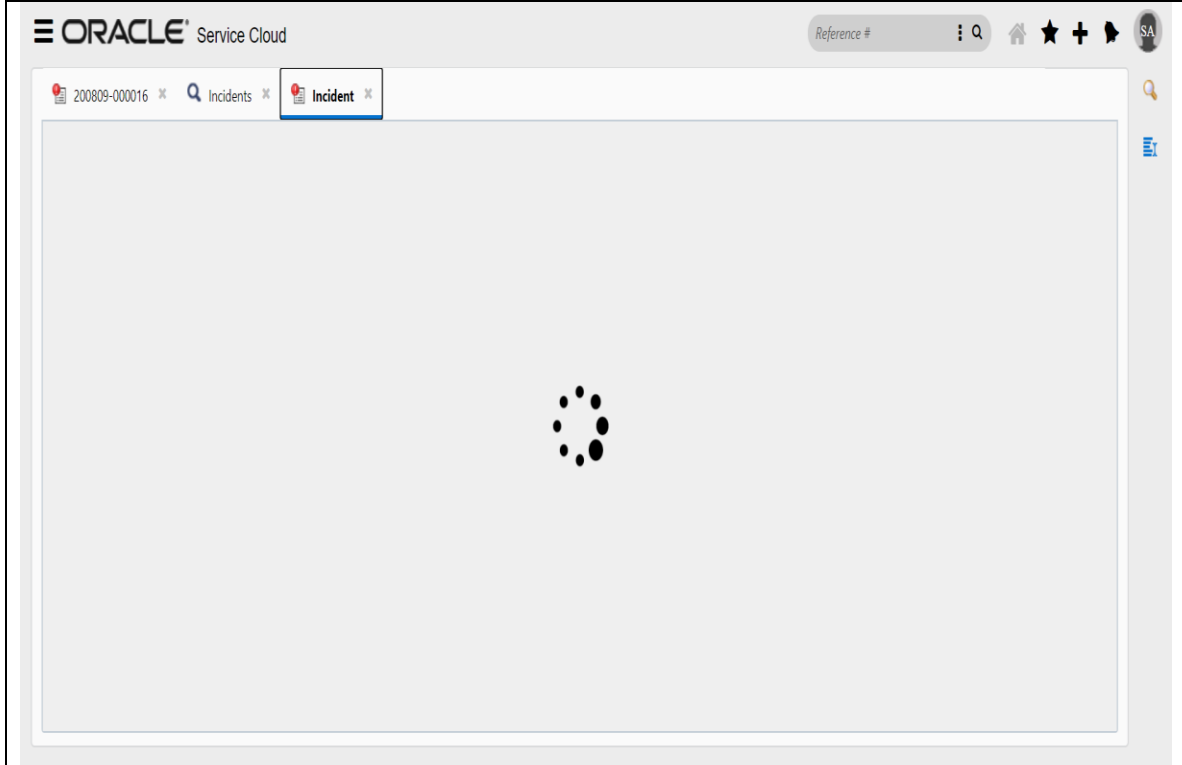
Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows '200809-000016' > 'Incidents' > '200730-000070'. A toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following information:

- Subject: * how this product works, ab92547 product is not functioning properly
- Reference #: 200730-000070
- Status: * Open
- Assigned: Agent Access > Minhaj Ameen
- Disposition: [No Value]
- Contact: * Adam Smit
- Organization Name: California Federation
- Product: [No Value]
- Category: [No Value]

